

Technical Exhibit 1
Performance Requirements Summary (PRS)

The Service Provider (SP) is responsible for performing the contract in accordance with the terms and conditions of the contract and this Performance Requirements Summary (PRS). The purpose of this PRS is to define performance standards for select required services. The rights of the Government described in this PRS are in addition to other rights and remedies set forth in the contract. The SP is not relieved of the responsibilities for deficiencies and failures to meet the contract requirements for services not included in this PRS. The Government reserves the right and remedies under the Inspection of Services Clause, Default Clause, or any other provision of the contract for all contract requirements whether or not specifically included in this PRS. The PRS includes the following:

- Required Service (RS) (column 1)
- PWS paragraph numbers that cover the RS (column 2)
- Standards of performance by which the Government will measure contract performance (column 3)
- Maximum allowable deviation, or acceptable quality level (AQL), from perfect performance (column 4) for each listed service. This is the deviation from 100% performance that will be allowed. Deviation percentages set forth in the PRS apply to each individual site, as set forth in TE-6, USACE Site Location List, unless otherwise noted. For example, if a deviation of 10% is allowed for an item, then performance of the task at each individual site (HQ's, Division, District, Center, Laboratory or FOA) must not deviate by more than 10%, even though the overall deviation may be less than the stated maximum. The lot used as a basis for surveillance (column 4) will be computed per site unless otherwise noted.

The performance measurement will not be impacted by scheduled outages or downtime approved by the Contracting Officer.

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RS Id No.	Required Service Title	PWS Paragraph Number(s)	Measurement	Standard	Measure	Metric	Acceptable Quality Level
RS 1	IMIT: Functional Documents & Requirement Statements	C.5.1.3.2 C.5.1.3.5	Response Time	Review documents within three (3) business days of receipt of documents and present written or oral summaries of findings	Number of documents/requirement statements reviews not completed within 3 business days	Number of documents/requirement statements that were not reviewed in 3 business day ÷ Total number of documents/requirement statements Example: $6 \div 60 = 10.0\%$ Acceptable $7 \div 60 = 11\%$ Unacceptable	10.0% Deviation Acceptable = 0.1 – 10.0% Unacceptable = 10.1% or greater
RS 2	IMIT: End-user Support & Services	C.5.1.12	Response Time	Technical Exhibit 9 (TE 9) identifies standards; e.g., Priority 1/Initial Callback is 15 minutes	Number of service requests by priority level standard per month	Number of service requests for each priority level that failed to meet standard ÷ Total number of service request for each priority Example (Priority 1/Initial Callback): $50 \div 541 = 9.2\%$ Acceptable $75 \div 541 = 13.8\%$ Unacceptable	10.0% Deviation Acceptable = 0.1 – 10.0% Unacceptable = 10.1% or greater
RS 3	IMIT: Emergency Support & Services	C.5	Performance	Must provide emergency response	Number of emergency responses	Number of failures to provide emergency response ÷ Number emergency responses required Example: $2 \div 100 = 2.0\%$ Unacceptable	0.0% Deviation Acceptable = 0% Unacceptable = Greater than 0.0%
RS 4	IMIT: Enterprise-level Directory Services	C.5.1.14.1	Performance	Synchronize enterprise directory each day	One per calendar day	Number of failures to synchronize enterprise directory ÷ 365 Example: $11 \div 365 = 3.0\%$ Unacceptable	0.0% Deviation Acceptable = 0% Unacceptable = Greater than 0.0%

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RS Id No.	Required Service Title	PWS Paragraph Number(s)	Measurement	Standard	Measure	Metric	Acceptable Quality Level
RS 5	Automation Support & Services	C.5.2.7	Availability	E-mail systems must be available to users 24 hours per day 365 days per year.	Number of hours e-mail system is available.	Number of hours e-mail system is available ÷ 8760 Example: 8700 ÷ 8760 = 99.3% Acceptable 8000 ÷ 8760 = 91% Unacceptable	1% Deviation Acceptable = 99. – 100% Unacceptable = 98% or less
RS 6	Automation Support & Services	C.5.2.1 C.5.2.2 C.5.2.3 C.5.2.4 C.5.2.5 C.5.2.8 C.5.2.9 C.5.2.10	Availability	Standard enterprise systems must be available to users 24 hours per day 365 day per year	Number of hours each standard enterprise system is available	Number of hours each standard enterprise system is available ÷ 8760 Example: 8700 ÷ 8760 = 99.3% Acceptable 8000 ÷ 8760 = 91% Unacceptable	1% Deviation Acceptable = 99. – 100% Unacceptable = 98% or less

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RS Id No.	Required Service Title	PWS Paragraph Number(s)	Measurement	Standard	Measure	Metric	Acceptable Quality Level
RS 7	Communications Infrastructure (Data)	C.5.3	Availability	Communications infrastructure must be available to sites listed in TE-6 24 hours per day 365 day per year	Number of hours communications infrastructure is available	Number of hours the communication infrastructure is available ÷ 8760. Example: $8756 \div 8760 = 99.95\%$ Acceptable $8000 \div 8760 = 91\%$ Unacceptable	0.1% Deviation Acceptable = 99.9 – 100% Unacceptable = 99.8% or less
RS 8	Communications Services (Voice)	C.5.3	Availability	Communication services must be available to users at sites listed in TE-6 24 hours per day 365 days per year	Number of hours communication services are available	Number of hours communication services are available ÷ 8760. Example: $8756 \div 8760 = 99.95\%$ Acceptable $8000 \div 8760 = 91\%$ Unacceptable	5% Deviation Acceptable = 95.0 – 100% Unacceptable = 94.9% or less
RS 9	IA Program Security Audits, Inspections, and Investigations	C.5.4	Reliability	Thirty (30) or fewer IS security incidents per year	Number of IS security incidents per year	Number of IS incidents ÷ 30 Example: $5 \div 30 = 16.7\%$ Acceptable $32 \div 30 = 106\%$ Unacceptable	Acceptable = 100% or less Unacceptable = Greater than 100%

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RS Id No.	Required Service Title	PWS Paragraph Number(s)	Measurement	Standard	Measure	Metric	Acceptable Quality Level
RS 10	Communications Security (COMSEC) Services	C.5.4.5	Reliability	Four (4) or less IS security incidents by SP per year Zero tolerance if IS security incident must be reported outside USACE	Number of IS security incidents per year	Number of incidents ÷ 4 Example: 3 ÷ 4 = 75% Acceptable 6 ÷ 4 = 150% Unacceptable	Acceptable = 100% or less Unacceptable = Greater than 100% Zero tolerance if IS security incident must be reported outside USACE
RS 11	Printing and Publications: Printing Services and Support, Publications and Forms	C.5.6.1 C.5.6.2 C.5.6.3	Performance	Number of jobs requested each month	Number of jobs completed in the month	Number of jobs completed ÷ number of jobs requested Example: 9 ÷ 10 = 90.0% Acceptable 8 ÷ 10 = 80.0% Unacceptable	10.0% Deviation Acceptable = 90.0 – 100% Unacceptable = Less than 89.9%

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RS Id No.	Required Service Title	PWS Paragraph Number(s)	Measurement	Standard	Measure	Metric	Acceptable Quality Level
RS 12	Printing and Publications: Copier Program Management	C.5.6.4	Availability	Copier services must be available to users at sites listed in TE-6 ten (10) hours per business day, 22 business days per month.	Number of hours copier services are available.	Number of hours copier services are available ÷ 220. Example: 215 ÷ 220 = 98% Acceptable 195 ÷ 220 = 89% Unacceptable	5% Deviation Acceptable = 95% – 100% Unacceptable = Less than 95 %
RS 13	Visual Information: Audiovisual Services and Design, Photographic and Multimedia Services Graphic Imaging and Desktop Publishing, Technical Writing and Editing Services	C.5.7.1 C.5.7.2 C.5.7.3 C.5.7.4.1 C.5.7.4.2 C.5.7.4.6 C.5.7.8 C.5.7.10.1 C.5.7.10.3	Performance	Number of VI requests to be completed each month.	Number of VI requests completed each month.	Actual number of VI requests completed ÷ number of VI requests Example: 19 ÷ 20 = 95% Acceptable 14 ÷ 20 = 70% Unacceptable	5.0% Deviation Acceptable = 95% – 100% Unacceptable = Less than 95%